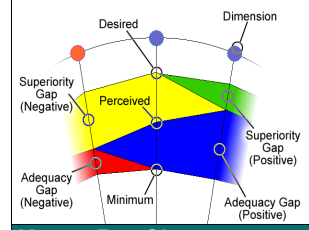
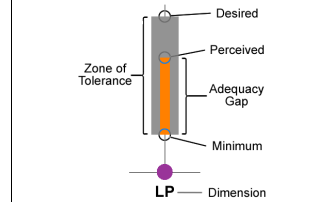


LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, and law libraries. Users were asked for their judgments on three scales for each survey question: the *desired* level of service they would like to receive, the *minimum* they are willing to accept, and the actual level of service they *perceive* to have been provided. The desired and minimum scores establish the upper and lower boundaries of a *zone of tolerance* within which the perceived scores should float if respondents view service as adequate (see "Key to Bar Charts"). This framework allows the use of gap analysis to interpret results. If scores are within the zone of tolerance, the service *adequacy gap* is positive because users' perceptions are higher than their minimum expectations, although lower than their desired expectations. Positive service adequacy gaps are shown in blue on the radar charts below (see "Key to Radar Charts"). Conversely, a negative service adequacy gap occurs when perceptions fall below minimum expectations; this is represented on the radar charts in red. A positive *superiority gap* occurs when perceptions exceed desires; this is represented on the radar charts in green.

Key to Radar Charts



Key to Bar Charts



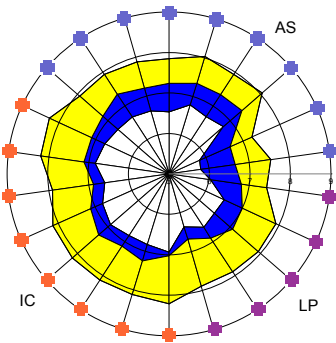
Key to Dimensions

- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

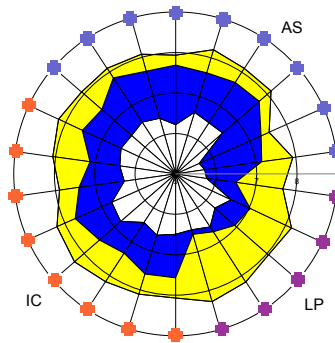
LibQUAL+® 2007 by the Numbers

	Institutions	Complete Surveys	Valid Surveys		Institutions	Complete Surveys	Valid Surveys
Total	283	205,639	194,483				
Institution Type:				Country:			
Academic Health Sciences	11	4,922	4,518	Australia	3	5,698	5,514
Academic Law	3	285	283	Canada	72	50,897	48,702
Academic Military	1	316	304	Egypt	1	382	368
Canadian Government	15	1,409	1,357	France	1	612	581
College or University	218	178,261	168,710	Hong Kong	11	15,136	14,614
Community College	26	14,500	13,605	Ireland	1	1,166	1,119
Public	2	1,056	1,036	Mexico	1	1,314	1,250
Research Centers (FFRDC) Libraries	2	166	158	New Zealand	3	6,220	6,022
Secondary School (High School)	1	467	450	South Africa	5	3,671	3,281
State	2	629	567	Sweden	2	1,420	1,214
University/TAFE (Australia only)	2	3,628	3,495	United Kingdom	21	17,371	16,687
				USA	162	101,752	95,131
				ARL	46	30,783	28,930

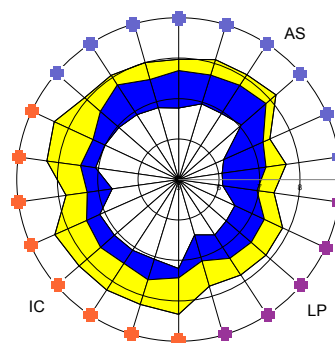
Colleges and Universities



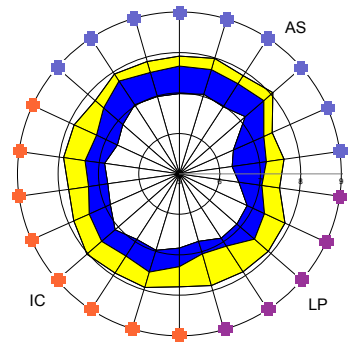
Academic Law Institutions



Academic Health Sciences

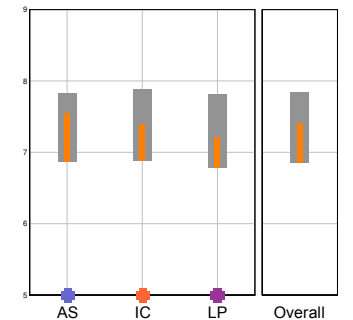
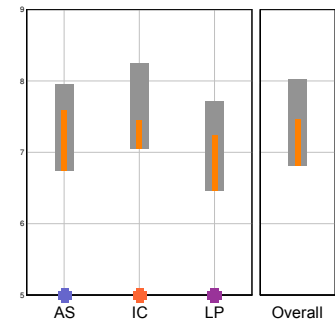
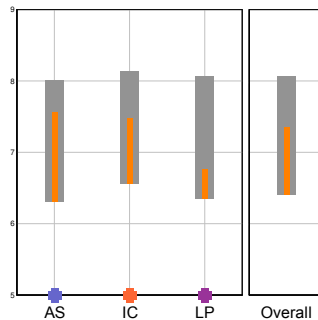
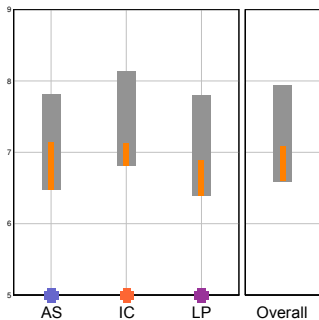


Community Colleges



22 Core Questions Summary

Dimensions Summary



Dimension Mean Values

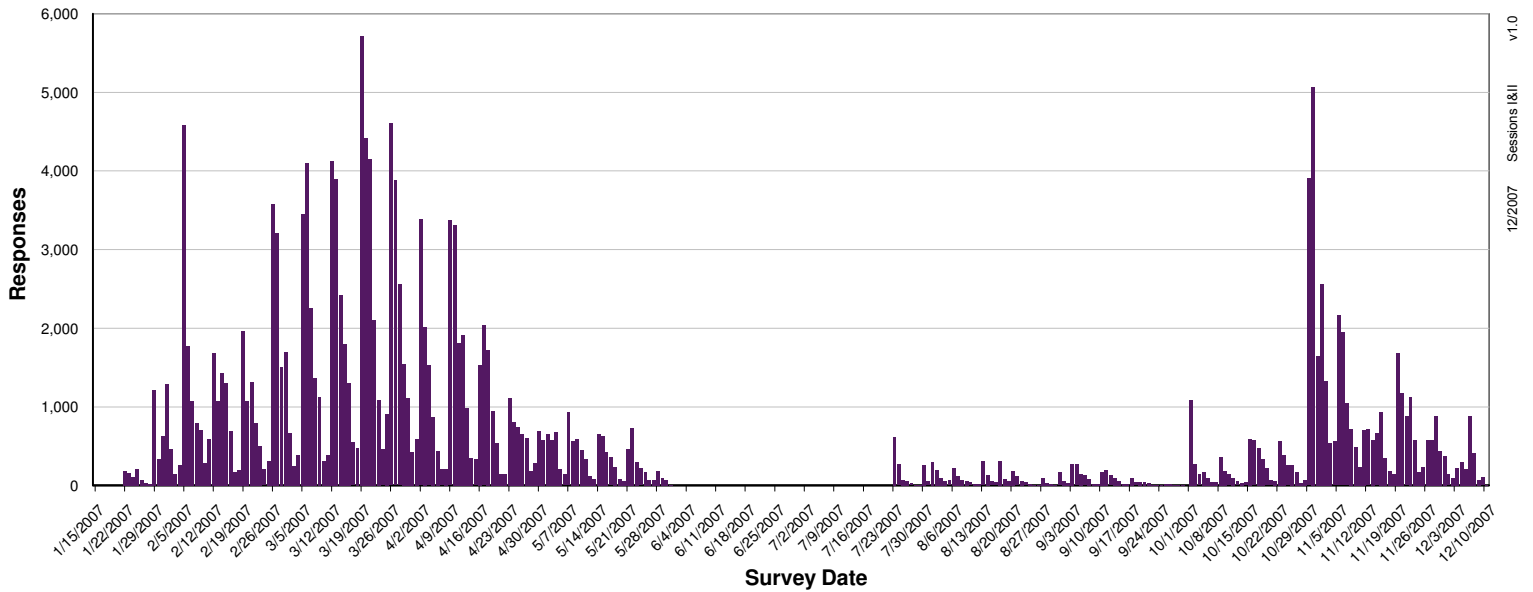
Desired	n = 110,885			
7.81	8.14	7.80	7.94	
Perceived	7.14	7.12	6.89	7.08
Minimum	6.47	6.81	6.39	6.59
	AS	IC	LP	Overall

Desired	n = 283			
8.01	8.13	8.06	8.07	
Perceived	7.56	7.48	6.76	7.35
Minimum	6.30	6.55	6.34	6.41
	AS	IC	LP	Overall

Desired	n = 4,433			
7.95	8.24	7.71	8.02	
Perceived	7.59	7.45	7.23	7.46
Minimum	6.74	7.05	6.46	6.81
	AS	IC	LP	Overall

Desired	n = 13,386			
7.83	7.88	7.81	7.85	
Perceived	7.55	7.39	7.21	7.42
Minimum	6.87	6.88	6.77	6.85
	AS	IC	LP	Overall

Survey Activity by Day



v1.0
Sessions I&II
12/2007

College and University User Groups (American English)

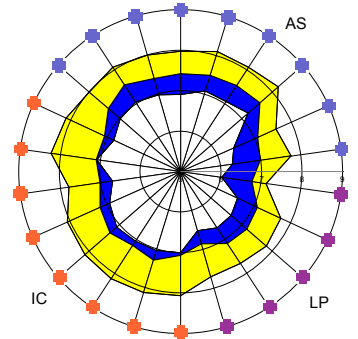
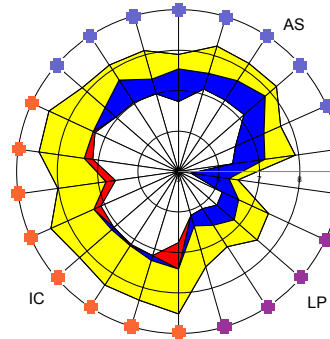
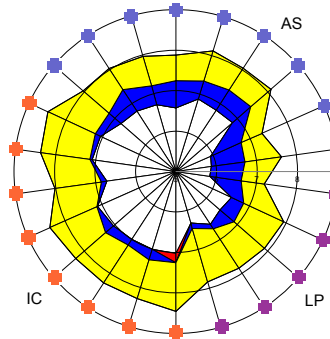
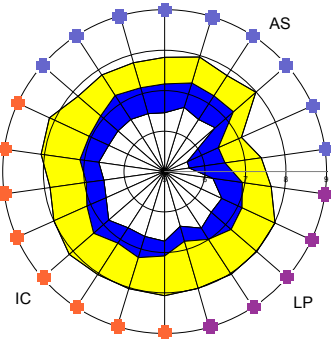
Undergraduates
(n = 69,374)

Graduates
(n = 22,501)

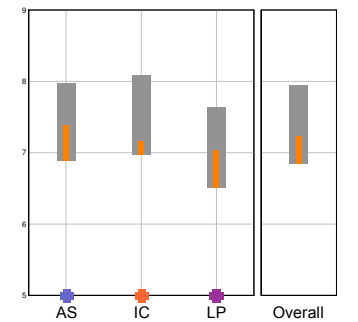
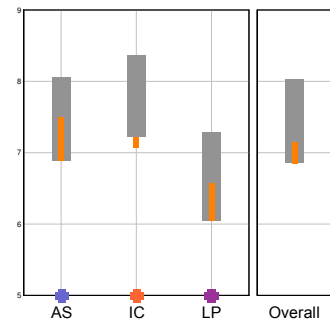
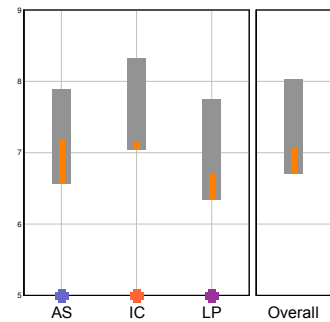
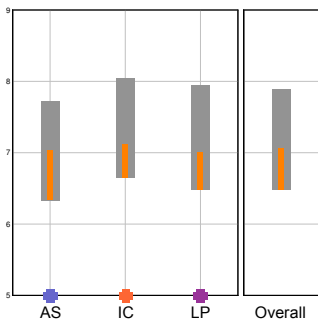
Faculty
(n = 14,510)

Staff
(n = 4,500)

22 Core Questions Summary



Dimensions Summary



LibQUAL+® Tutorial

To learn more about the three dimensions and view an animated guide to reading LibQUAL+™ charts, view the LibQUAL+™ Interactive Tutorial at:

www.libqual.org/Information/Tools

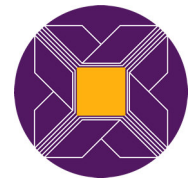
Register for LibQUAL+®

Please register for 2008 at:

www.libqual.org/Register



Association of Research Libraries
21 Dupont Circle NW, Suite 800
Washington, DC 20036
www.libqual.org
Phone 202-296-2296
Fax 202-872-0884



Copyright © 2007 Association of Research Libraries